Statement of Work

Contract Title: **Maintenance and Modification of the Keystone Decision Support System (DSS) (H303)**

1.0 INTRODUCTION

1.1 Organization.

1.1.1 Identification.
AFMC MSG/SLA, 4170 Hebble Creek Rd., Area A, Bldg. 280, Door 13, WPAFB OH 45433-5653

1.1.2 Mission.
As part of the Materiel Systems Group, the Keystone Decision Support System (DSS) H303 facilitates decision making within the Air Force Materiel Command's (AFMC) Working Capital Fund (WCF). The AFMC WCF is a revolving fund component of the Air Force Working Capital Fund. This fund supports the buying and selling of parts in support of aircraft repair throughout the world.

1.2 Background and Objective.

1.2.1 Background.
AFMC, Air Staff, AFAA along with other Major Commands have a requirement to analyze financial, logistical, and budgetary information relative to the AFMC WCF performance. Keystone's decision support capability provides the analytical toolset necessary to analyze these financial and operational performance indicators. Furthermore, the Keystone DSS provides multi-dimensional analysis and ad hoc reporting capabilities to support the evolving business environment of the AFMC WCF. Keystone was developed using a four-tier architecture to support an internet-accessible on-line analytical processing client (Web browser), web server, application server, and database server. The Keystone database (Oracle) was designed and is refreshed using data from multiple transaction systems (both financial and logistics) which is pushed via FTP to H303 and then transformed, and aggregated. Data transformation, required during the data load process, is performed on a monthly basis using PowerMart from the Informatica Corporation. The front-end tool utilizes Microstrategy's DSS Agent/Web for multi-dimensional analysis and reporting.

1.2.2 Objective.

The objective is to provide system maintenance, modification, testing, documentation, project planning, configuration management, user support (including training) for the Keystone System. The overall objective of system maintenance will be to ensure Keystone DSS fully supports baseline system/program requirements, including the data load process.

1.3 ADP Environment.

1.3.1 Hardware.

Keystone uses a four-tier architecture that consists of the following four components: Oracle database server, DSS Application Server, DSS Web server, and a client. The DSS Web and the DSS Applications run as Windows NT Services. The production machine resides at the WPAFB Computer Center in Building 271 and is operated by DISA Defense Enterprise Computing Center - Detachment Dayton (DECC-D)). The government-owned production and test hardware is anticipated to change to accommodate the system's growth. The contractor shall develop Keystone using their own hardware, which shall be compatible with the H303 production hardware. When the contractor has completed his development, he will move the application software to the DISA test hardware, and test the software on a government-owned secure machine at DISA. A complete list of the test and production hardware components is listed at Appendix C - H303 System Hardware & Software Configuration.

1.3.2 Software.

The current software requirements for Keystone include the following major software products: MicroStrategy DSS Agent/Web, Informatica PowerMart, and ORACLE. The contractor shall provide the expertise needed to support all of the software currently in use for the Keystone DSS. A complete list of the test and production software components is listed at Appendix C - H303 System Hardware & Software Configuration. The current plan is to transfer software license ownership to the Government, however, if the Government cannot assume ownership of the license by contract award, the proposed costs will be added to the award document.

1.3.3 Teleprocessing.

Currently, the contractor accesses the Keystone production and test environments at Defense Enterprise Computer Center - Detachment Dayton (DECC-D) via an Internet Service Provider. Under normal conditions, data transformation, maintenance, and software testing of Keystone DSS is performed from the contractor's site on hardware that is located at both the contractor's site and DECC-D. Occasionally, the contractor may be required to perform data transformation, maintenance and software testing of Keystone DSS on the WPAFB government facility at Defense Enterprise Computer Center - Detachment Dayton. If the current communications environment changes, a separate proposal may be requested from the contractor to satisfy any communication restrictions.

1.3.4   H303 System Hardware & Software Configuration.
Reference Appendix C "H303 System Hardware & Software Configuration" for details on test and production hardware and software.

2.0 TECHNICAL REQUIREMENTS

2.1 Task Description.
Services will be requested and controlled by means of specific objectives, deliverables, and constraints. Services to be performed will be within the scope of work as follows:

2.1.1   Scope of Work.
–   The scope of support to be provided covers all tasks necessary to provide system maintenance, modification, testing, configuration management, documentation, project planning, user support (including training), and the data load process for the Keystone System (H303). The scope includes providing support to Integrated Process Teams (IPTs), the Keystone Requirements Review Board (KRRB), the Technical Review Board/Configuration Control Board (TRB/CCB), Keystone Users' Group Conferences, Joint Application Development sessions (JADs), and Technical Interchange Meetings.   Within the scope of this contract, the contractor shall provide technical assessments, technical capability briefings, demonstrations, and on-site user support. Also within scope is the delivery of all documentation necessary to obtain the required data from system interfaces. Examples include, but are not limited to, Interface Control Documents, Command, Control, and Communications-Computer (C4) Requirements Documents (C4RD), and Memoranda of Understanding. All documentation will be delivered in a final draft format for Government review, coordination, and approval. The boundaries of the scope include providing necessary documentation and knowledge transfer required to integrate Keystone DSS into the MSG/SID Data Depot. The contractor shall perform the technical and functional activities at the contract level needed for the program management of this Contract. C4RDs provide system upgrades and enhancements to the Keystone DSS. Additional C4RDs will be added to Appendix B of this SOW as the requirements are determined, and as funding is available.

2.1.2   Statement of Work.
The contractor shall deliver the products and services set forth in this SOW in support of the Logistics System Program Office, Asset Management Division, (MSG/SLA), at Wright-Patterson Air Force Base, Ohio. The contractor shall furnish all personnel, equipment, software, services, travel, and other items necessary to successfully deliver the indicated services.

2.1.3   Program Management

2.1.3.1 In-process Project Reviews (IPR).

The contractor shall provide project status in Contractor IPRs that will generally be held on a monthly basis at the direction of the Program Manager/COR throughout the authorized performance period. The contractor shall conduct all IPRs at the contractor's facility, unless otherwise agreed upon by the Program/COR. At each IPR, the contractor shall, at a minimum, address the following topics:

- Master Program Schedule to identify status of all scheduled tasks, critical path, explanation of deviations from the baseline schedule and changes in the critical path, and forecasted schedule impacts;
- Earned Value (EV) metrics with explanation of performance status, variances, corrective action plans, estimated cost to complete remaining work, and estimated cost at completion of all authorized work;
- Project technical metrics, analysis of trends, and corrective action plans;
- Planned accomplishments for the next reporting period;
- Resource levels and explanation of resource changes;
- Issues requiring resolution;
- Status of all assigned action items;
- Current project risks and risk mitigation plans and activities;
- System operations support activities;
- The contractor shall include the status of the contractor's monitoring of quality assurance, configuration management, and security management applied to this Contract;
  In addition, the contractor shall:
- Arrange for the attendance of appropriate contractor or subcontractor personnel to address project issues;
- Record minutes as dictated, including but not limited to action items and responsible parties;
- Provide the status and point of contact for each Action Item.
- The contractor shall inform the government during the monthly IPR of any recently purchased hardware or software.
  The IPR y will be conducted on the third Monday of each month unless the date is changed by the Program Manager/COR.

DELIVERABLES:
Conference Minutes, DI-ADMN-81250A (CDRL A001)
Presentation Material, DI-ADMN-81373 (CDRL A002)

2.1.3.2 Work Schedules.
The Contractor shall develop and maintain an Integrated Master Schedule (IMS) for all work identified in the SOW.   The MSG Summary Work Breakdown Structure (WBS) and Contract Work Breakdown Structure (CWBS) shall serve as the

framework for defining and planning the scheduled work segments and CWBS exit criteria shall be logically traceable to the IMS. The schedule shall be constructed as a logic-network employing Critical Path Methodology (CPM) and shall identify all proposed activities, constraints, milestones, CDRL deliverables, and resource requirements for the entire period of performance.   The IMS shall extend to a sufficient level of detail to mitigate risk and measure performance, and shall ensure vertical and horizontal tractability is maintained at all times. Only those tasks, which cannot be measured, as discrete effort shall be classified, planned, and measured as Level of Effort (LOE) activities. Schedules shall be baselined with the government's acceptance of the second IMS deliverable; baselines shall not be changed without prior government authorization.

DELIVERABLE: Integrated Master Schedule (IMS), DI-MISC-81183A (CDRL A003).

2.1.3.3 Contract Work Breakdown Structure (CWBS).
Using MIL-HDBK-881 as a guide, the Contractor shall expand the Government-provided MSG Summary WBS to its lowest natural component level. The CWBS shall represent how the Contractor plans to accomplish the contract work-scope consistent with internal organizations and processes and shall serve as a frame-work for contract planning, scheduling, budgeting, and reporting of cost and schedule status to the Government. Major elements of subcontract work shall be identified in the CWBS. The Contractor may propose changes to the MSG Summary WBS to enhance its effectiveness in satisfying program objectives. The Contractor shall also prepare and deliver a CWBS Dictionary describing each element and element exit criteria comprising the extended CWBS.

DELIVERABLE: Contract Work Breakdown Structure (CWBS) DI-MGMT-81334 (CDRL A004)

2.1.3.4 Weekly Status Review.
When requested by the Program Manager/COR, the contractor shall deliver written Weekly Status Reports (WSRs) at a Weekly Status Review, which shall summarize all work performed during the previous week, CDRLs delivered, status of all scheduled tasks, plans for next week, and Contract financial status. A weekly status review will not be conducted the week of the IPR.

DELIVERABLE: Status Report, DI-MGMT-80368 (CDRL A005)

2.1.3.5 Earned Value (EV).
Earned value shall be implemented per DFARS 252.242.7005. The contractor shall submit a written summary of the management procedures it will establish, maintain, and use in the performance of this contract that provides for:

(1) Integration of work-scope, schedule, and cost at all levels of management;
(2) Planning and control of work, schedule, and cost;
(3) Measurement of schedule, cost, and work performance (value for completed tasks);
(4) Generation of timely, reliable, and auditable schedule, cost, and work performance information.

Performance Measurement Baselines (PMB) shall be established against which cost, schedule, and work performance will be measured. The technical content of all tasks shall be derived from the approved Contract Work Breakdown Structure (CWBS), CWBS Dictionary, and SOW, and earned value performance measurement techniques shall be employed that are appropriate to the type of effort involved. Only those tasks, which cannot be measured as discrete effort, shall be classified and measured as Level of Effort (LOE). The schedule shall be constructed for the timely achievement of milestones designated by the government, shall reflect a logical and executable sequence of effort, and shall be maintained via a disciplined baseline. The contractor shall ensure that time-phased work plans correspond to the baseline schedule and the PMB. The budget shall reflect the resources required to complete all authorized work within the time constraints identified in the schedule and shall reconcile with the Total Allocated Budget (TAB). To facilitate performance comparisons, costs shall be collected commensurate with how budgets are established and shall be summarizable from the lowest to highest levels of the WBS without dual allocation. To ensure performance measurement remains realistic, the contractor shall establish constraints to preclude subjective and/or retroactive adjustments of data. The earned value performance plan (i.e., PMB) shall be considered baselined with the government's acceptance of the second earned value deliverable; baselines shall not be changed without prior government authorization.

DELIVERABLE: Cost/Schedule Status Report (CSSR), DI-MGMT-81467 (CDRL A006).

2.1.3.6 Budgeting Support
The contractor shall support MSG/SLA and their customer in providing financial analysis and budgeting support and hardware/software cost information for current and out-year system requirements with respect to Keystone operations. When requested, the contractor shall extract raw data from the production system. The delivery format (I.e., CD-ROM, electronic file, etc.) may vary, depending on the request. Budgeting support will be requested approximately once each 12 months.

DELIVERABLE: Technical Report-Study Services (subtitle: Financial Report) DI-MISC-80508 (CDRL A007)

2.1.3.7 Project Performance Metrics.

The contractor shall implement a performance metrics collection, analysis, and reporting process. Specific metrics to be collected, analyzed, and reported will include the following categories:

- Data Availability
- Requirements stability
- Development status
- Software performance
- Product quality
- Data standardization
- Data load process
- Interface development status
- Earned Value performance.
- System performance
- Status of all DR's, Software Change Requests (SCRs) and Command, Control and Communications-Computer Requirements Documents (C4RDs)

The contractor shall develop a metric performance baseline against which actual performance shall be compared. All metric performance baselines shall be subject to MSG approval, and, once approved, shall not be changed without prior MSG approval. The contractor shall deliver all metrics data at the monthly status review, in addition to providing the deliverable as a Technical Report.

DELIVERABLE: Technical Report - Study/Services (Subtitle: Metrics Report) DI-MISC-80508 (CDRL A008)

2.1.3.8 Configuration Management The contractor shall use their own configuration management system and shall maintain configuration control and quality control over the product. This shall include centralized control, coordination, and distribution of new/revised software releases and/or product fixes. The contractor shall coordinate configuration management with the MSG/SLA Configuration Management group and shall interface with the Virtual Information Center (VIC) to ensure that the VIC can inform the user of the status of DRs, SCRs, etc. The contractor shall manage the configuration of the database using Discrepancy Reports (DR) and quests (SCR). The contractor shall track all changes by documenting the DR/SCR number, date the change was submitted, submittal user's name, software version number, identification number, phone number, change priority, description of the problem, environment affected, system affected, status of the change, reason for the change, estimated completion date, tester's name, test date, documentation effected, and exit criteria. The contractor shall provide the data base access tool to access/query the database. The contractor shall participate in each Configuration Control Board.   As required, the contractor shall assist the Government in performing configuration audits of Keystone to ensure system integrity and support

the Software Change Request (SCR)/Discrepancy Report (DR) process, and the Keystone Requirements Review Board (KRRB).

DELIVERABLE: Contractor's Configuration Management Plan, DI-CMAN-80858A (CDRL A009)

2.1.3.9   Users' Conference.
AFMC/FMR may conduct one Users' Conference per each 12-month period to be held in the WPAFB local area. The conference will not exceed 3 working days. The contractor shall support the government in conducting the Users' Conference by acting in a technical advisory capacity to the government during the meeting. The contractor will not host or provide facilities for this conference.

2.1.4   Maintenance and Operations.
The contractor shall maintain and modify the software of the Keystone System. The contractor shall update the Computer Operation Manual (COM) (CDRL A011) the Software User Manual (SUM), (CDRL A024), the Data Load Process Instructions (CDRL A010), the Software Requirements Specification (CDRL A013), and the Training Materials (CDRL A023) and provide change pages to the documents whenever a system modification affects the content of the documents.   The contractor shall perform upgrades to COTS software versions, as required. The contractor shall not implement any software changes to the Keystone system without the approval of the Software Configuration Control Board (SCCB).

2.1.4.1 Data load process.
The contractor shall perform, develop, maintain, and document the data load process to ensure data integrity and programmatic goals are achieved. The Data Load Process Instructions document (DLPI) is found in Appendix J of this Statement of Work. The contractor shall ensure the data load process ensures proper cataloging (including naming conventions), storage, retrieval capability, and backup procedure for all Keystone data. The data load process is inclusive of all Keystone baseline functionality. The data load process is required to be automated to eliminate operator intervention whenever possible. For cases where operator intervention is required the data load process must document the intervention requirement in sufficient detail to allow the completion of the task.
New data shall not be entered into the system unless the proper documentation (ICDs MOUs, MOAs, C4RD's, etc) is signed by the government.

The DLPI shall be updated to reflect all changes resulting from changes required by DRs, SCRs, and C4RDs.

DELIVERABLE: Technical Report – Study/Services (subtitle: Data Load Process Instructions), DI-MISC-80508 (CDRL A010)

2.1.4.2 Discrepancy Resolution and Help Desk Support.

2.1.4.2.1 Discrepancy Resolution - Emergency fixes for Priority 1 Discrepancy Reports (DRs) to include analysis and resolution. Fixes for approved DRs. DR's shall be processed in accordance with IEEE/EIA 12207.2-1997. Note - The terms "field" and "fielding" are used in this SOW to mean that the contractor has placed into the production area, the application software which fixes the problem identified in the Discrepancy Report. The contractor shall use the following timelines as firm requirements, and shall report the DR fielding progress in a metrics report (CDRL A008).

The contractor shall coordinate Help Desk activities with the Virtual Information Center. The Level I Help Desk is the responsibility of the government's Virtual Information Center (VIC) and is the first place the customer calls for help. When the VIC determines that the problem needs to be handled by the contractor, the VIC sends the information via e-mail or telephone to the contractor. When the VIC determines that the problem should be handled by DISA, they send the information to DISA.

The contractor shall field all priority:
1 DRs in less than 48 hours.
2 DRs in less than 15 calendar days.
3 DRs in less than 1 month.
4 DRs in less than 2 months.
5 DRs in less than 6 months.

The date a DR/SCR is officially opened shall be defined as the date the problem is reported to the Level I Help Desk. Configuration Control Board (CCB) approval of the Keystone workload is authorized by the electronic signature of Program Manager, and confirmed for the record in a monthly MSG/SLA Configuration Management approval report. If the contractor wishes to request a waiver on the fielding time requirement for a specific DR, it is permissible to utilize e-mail for the contractor's request and the Government's approval or rejection of that request. This e-mail process shall be conducted between the contractor's Configuration Management department and the Keystone Program Manager/COR-delegated Configuration Manager. The contractor shall update the Computer Operation Manual (COM) (CDRL A011) the Software User Manual (SUM), (CDRL A024), the Data Load Process Instructions (CDRL A010), the Software Requirements Specification (CDRL A013), and the Training Materials (CDRL A023) and provide change pages to the documents whenever a DR/SCR affects the content of the documents.

2.1.4.2.2 Level II Help Desk Support - The contractor shall provide Level II help desk services from 0700 through 2100 daily, excluding weekends and federal holidays to support application and other DSS related problems.   Level II service includes the resolution of software or hardware problems determined by the Virtual Information Center (VIC) to be level 2 and may require an analyst or programmer on an on-call basis to resolve. The VIC is using REMEDY software. The contractor shall provide problem analysis and resolution, and coordinate these activities with MSG/SLA, MSG/SI, VIC, and Air Force surveillance programmers. Our anticipated user community generally will not exceed 500 users during this period of performance. The contractor shall work with consolidated help desks and other systems programmers when required. The contractor shall document the results of problem resolution services, lessons-learned and other related problem resolution information in a written report, provided in the presentation materials to the IPR.

2.1.4.3   Miscellaneous Maintenance.

a. General System Maintenance: The contractor shall perform Test & Production server maintenance, COTS software maintenance & upgrades, system upgrades, hardware upgrades, Keystone Table maintenance, and Oracle Instance maintenance as needed to keep Keystone DSS running efficiently.

b. Upgrade/Service Pack Regression Testing. The contractor shall develop a formal process to manage/test Air Force/DISA-directed changes to the production environment.

c. Content Management Application for Hot News: The contractor shall evaluate and propose an automated tool or custom application to manage current and historical hot news.

d. On-line Bulletin Board: The contractor shall implement a message board for Keystone Users to exchange information.

e. Revise Interface Control Documents: The contractor shall review the content of the existing Interface Control Documents to limit the data to exactly what is needed to support Keystone.

f. Forecast Maintenance
   1)   Demand Management, Demand Solutions Suite
   The contractor will support monthly NIIN level forecasting with the Demand Solutions Suite: Activities shall include:

   *   Support Installation and upgrade of software
   *   Configuration of software to client business model and nomenclature
   *   Data interchange with other data systems using Import/Export facility
   *   Data modification using Supercession facility
   *   Stratification of item history using industry standard ABC analysis
   *   Aggregation, forecasting and proration of sparse item histories
   *   Use of lifecycle curves to assist in forecasting

      *   Forecasting performance measurement
      *   Splitting and merging of databases using append/extract features
      *   Support of full price history
      *   Integration with Monthly Keystone Data
      *   Use of Database Generator facility to directly exchange data with Oracle v8.x
      *   Facilitating and coordinating the distribution of source data and collection Monthly ALC forecasts

g. Business Forecast Systems, ForecastPro
   1) The contractor will support monthly General Ledge forecasting with the Business Forecast Systems, ForecastPro: Activities shall include:

      *   Operation in the software in both batch and interactive modes
      *   Supporting the selection of statistical models including
           - Simple moving averages
           - Discrete data models (Poisson or Negative Binomial)
           - Croston's intermittent data model
           - Exponential smoothing models
           -    Box-Jenkens
      *   Maintenance and Use of Statistical Process Control edits to identify data abnormalities and non forecastable influences
      *Execution of the Monthly General Ledger Forecast and follow-up support

2.1.5   System Modification, Enhancement, and Development.

2.1.5.1 C4RDs.

When adding tasks to this effort, the Program Manager/COR will list requirements in Appendix B, identifying them by their C4RD names. When implementing a C4RD, the contractor shall update the Computer Operation Manual (COM) and the System User Manual (SUM) and provide change pages to the documents whenever a system modification affects the content of the COM or SUM. The documentation specifying these changes will be delivered to the contractor, and will also reside in the MSG/SLA Configuration Management office.

DR's shall not impact the C4RD release schedule, without prior government approval.

DELIVERABLE: Computer Operation Manual (DI-IPSC-81446 (CDRL A011))

2.1.6   System Integration.

2.1.6.1 Technical Bulletin. The contractor shall migrate the accepted functionality from the test environment to the production environment. The contractor shall migrate the software in accordance with the change schedule developed by the contractor and approved by the Government. The contractor shall prepare and distribute Technical Bulletins that describe in functional and technical terms, the software changes of each software migration. The contractor shall provide, to be requested up to two times per 12-month period, a Powerpoint presentation of the migrated change. When requested, the contractor shall deliver informal briefings on specific migrated changes.

DELIVERABLE: Technical Report – Study/Services (subtitle: Technical Bulletin) DI-MISC-80508 (CDRL A012)

2.1.6.2 Software Requirements Specification. The contractor shall document the requirements of the Keystone system in a Software Requirements Specification (SRS). The contractor shall use and update the GFE Software Requirements Specification (Appendix I). The SRS shall be updated each time the system is changed by DRs, SCRs, or C4RDs.

DELIVERABLE: Software Requirements Specification, DI-IPSC-81433 (CDRL A013)

2.1.6.3 Erwin Models.
As Keystone requirements change, all applicable IDEF 1.0x Keystone model components shall be updated and maintained by the contractor. This will require a Keystone (H303) logical data model that supports the Consolidated Operational Database (CODB) from which the warehouse was designed. The required logical data model shall include definitions and required metadata. The dimension model shall include definitions and metadata for those data elements (summarized, etc.) that are not in the logical data model so integration of the definitions and applicable data will be available via the MSG/SID Data Depot Corporate Model (DDCM). The contractor shall coordinate model changes with the Data Depot (MSG/SID) to support a Shared Data Environment. When new requirements are added, the contractor shall coordinate their work with the MSG/SID to ensure the contractor's changes are compatible with the Data Depot Corporate Model (DDCM).

DELIVERABLE: Computer Program End Item Documentation, DI-IPSC-80590A, (CDRL A014)

2.1.6.4 Data Standardization Requirements.
Keystone data is required to be standardized and shall be submitted to the MSG/SID for inclusion in data standardization packages submitted by the Data Depot. The responsibility of researching the required metadata shall be that of the contractor. The contractor shall standardize the Keystone logical data model and attributes to

Department of Defense (DOD) standards. The contractor shall use the Defense Data Dictionary System (DDDS) as the first source of data element definition and list of valid values in the facilitation process. The precedence for usage of data elements in various stages of review and standardization is: 1) DoD Standard Data Elements; 2) Candidate Standard Data Elements; 3) Logistics Developmental Data Elements; and 4) Logistics Non-Standard Data Elements. Format shall be in accordance with MSG/SID documented naming standards. MSG/SID documented naming standards will be provided as GFE for the period of performance of this contract.

DELIVERABLE: Technical Report – Study/Services, subtitle – Keystone Data, DI-MISC-80508, (CDRL A015)

2.1.6.5 Technical Interchange Meetings and Joint Application Development Sessions (JAD).
The contractor shall participate in Technical Interchange Meetings (TIMs) with the Government and other designated contractors, as directed by the Program Manager/COR. TIMS may be at WPAFB or at the contractor's facility, as directed by the Program Manager/COR. The contractor shall produce minutes of all TIMs. TIMs will be required to support current and planned H303 functionality. Objectives include the effective transfer of knowledge concerning system design and operational parameters to comply with System Risk Mitigation Planning. We anticipate approximately three TIMs every 12 months. Additionally, the contractor shall attend and facilitate Joint Application Development (JAD) sessions, and provide minutes to each session. JADs occur when C4RDs are added to the contract. JADs may be at WPAFB or at the contractor's facility, as directed by the Program Manager/COR.

DELIVERABLE: Conference Minutes (subtitle: TIM Minutes), DI-ADMN-81250A (CDRL A016)

2.1.6.6 System Testing.

2.1.6.6.1 Software Test Plan.
The contractor shall create and deliver a Software Test Plan, documenting their testing strategy.

DELIVERABLE: Software Test Plan DI-IPSC-81438 (CDRL A017)

2.1.6.6.2 Software Testing.
On the Defense Enterprise Computing Center – Detachment Dayton (DECC-D) H303 Test Platform, perform module testing at the program level and integration testing at the overall Keystone System level. The contractor shall test in accordance with the testing strategy in the approved Software Quality Assurance Plan. The contractor shall perform software regression prior to new releases. The contractor shall develop test cases and facilitate Government acceptance testing.

This acceptance testing shall focus on end-user functionality. The contractor shall document all test results and recommendations in a written Test Report.

On the Defense Enterprise Computing Center – Detachment Dayton (DECC-D) platform, assist Government in user acceptance testing or user review and approval of Government testing to include interoperability testing.

DELIVERABLE: Software Test Report DI-IPSC-81440 (CDRL A018).

2.1.6.6.3 Independent Verification and Validation (IV&V).

When required by the Program Manager/COR, the contractor shall perform the activities listed in this paragraph: Support Air Force Independent Verification and Validation (IV&V) testing. The contractor shall migrate software from the coding phase into both the contractor's Integration and Testing (I&T) environment and the IV&V environments simultaneously. Software migration will occur when the contractor has successfully completed I&T unless the government's IV&V activity identifies problems.

2.1.6.7 Technical Assessments

The contractor shall perform technical assessments that support Keystone DSS. When requested by the Program Manager/COR, the contractor shall analyze a specific topic or requirement and document its applicability, system compatibility, the contractor's assumptions, implementation schedule, and estimated cost (in labor hours and dollars by labor category, by government fiscal year) to implement. Assessments may include issues concerning GCSS, DII-COE, Public Key Infrastructure, communication, hardware, COTS software, C4RDs, and other technical issues. Assessments of current (H303) components may be required, along with a comparative analysis of alternative components. The contractor may review market available hardware and software products and provide the Program Manager/COR with recommendations on which products meet or exceed required specification capabilities. Up to five assessments may be requested during each 12-month period. An example of a technical assessment would be requesting the contractor to assess the impact (cost, technical, training, schedule, etc) of upgrading from the current version of MicroStrategy to the next version of MicroStrategy, knowing that significant changes have been made between the current version and the new version. The government may also request the contractor to assess the cost and technical solution to a minor requirement through this vehicle. The contractor shall deliver the assessments in the timeframe requested by the government. The government will pay the contractor for the actual costs incurred in producing the assessments. After the contractor delivers the assessment, the contractor shall bill the cost of the assessment preparation on that month's invoice. If/when the government decides to implement a requirement (other than hardware/software) that the contractor has assessed, the requirement will be listed as a C4RD in Appendix B via a contract modification. If the assessment includes the acquisition of hardware or software, the

hardware/software may be purchased upon approval of the Contracting Officer and Appendix C shall be updated by the contractor.

DELIVERABLES: Technical Report – Study/Services (subtitle: Technical Assessment) DI-MISC-80508 (CDRL A019)
Technical Report – Study/Services (subtitle: H303 System Hardware & Software Configuration) DI-MISC-80508 (CDRL A020)

2.1.6.8 Compliance Requirements.
The modification of Government-developed software/systems and computer equipment, software, and systems delivered to the Government as part of this effort by the contractor, must meet the following requirements:

- The contractor warrants fault-free performance in the processing of date and date-related data (including, but not limited to, calculating, comparing, and sequencing) for the Government.

- The software shall comply with Defense Information Infrastructure – Common Operating Environment (DII-COE), Global Combat Support System (GCSS-AF), Certification & Accreditation, DISA Security Technical Implementation Guide (STIG) standards, and Data Standardization requirements. The contractor shall meet with and provide information to government and contractor personnel to support system security Certification and Accreditation (re-certification, if determined necessary by the government) requirements of the Keystone system.

DELIVERABLE: Technical Report – Study/Services (subtitle: Certification & Accreditation) DI-MISC-80508 (CDRL A021)

2.1.6.9 Software Quality Assurance.   The contractor shall have an established Software Quality Assurance process and shall conduct software quality assurance for all activities in this contract.

2.1.7 Keystone Training.
The contractor shall conduct end-user and technical training to government and contractor personnel for the Keystone program.   The contractor shall give non-technically oriented students a working knowledge of the Keystone computer system.   Training materials already exist for the following courses, and shall be used by the contractor to train the classes. Course evaluation sheets are part of the training materials, and the contractor shall ensure that evaluation sheets are filled out by the students. The sheets shall be delivered to the Program Manager and the contractor shall also deliver a summary of the students' evaluation for each class. The training materials shall be updated by the contractor each time system changes necessitate a change in the training. The contractor shall support major modifications by providing training and/or training materials as required by individual C4RDs. Training shall be conducted at the contractor's facility or

at a government facility, as directed by the Program Manager/COR. The contractor shall receive written approval from MSG/SLA prior to any training or travel.   Other Keystone courses are within the scope of this contract. If a new course is required, the contract will be modified to include the course. Training to be performed shall include the courses listed in this section.

The contractor shall utilize and, as necessary, enhance existing training documentation to provide continued training operations. When required by the Program Manager, the contractor shall train users on the front-end software (Microstrategy's DSS Agent/Web), transformation software (Informatica's PowerMart), system architecture, and database design. The contractor shall deliver a Lesson Strategy Report for each training course to be conducted. The contractor shall update all Keystone training materials when the Keystone software changes. The contractor shall deliver the Software User Manual (SUM) (hard copy) to each student at the beginning of each class that the contractor conducts.

DELIVERABLES:
Lesson Strategy Report, DI-MISC-81457 (CDRL A022)
Training Materials, DI-ILSS-80872 (CDRL A023)
 Software User Manual, DI-IPSC-81443 (CDRL A024)

2.1.7.1 Tool Set Training
The course (8 hours in length) was developed and taught under a previous task order. The developed materials will be provided as GFE. The contractor shall reproduce the training materials necessary to teach this course.   The contractor shall teach up to 10 classes (with 10 – 20 students in each class, depending on the size of the training facility) during each 12-month period.   At the government's discretion, individuals other than this contractor (government or other contractor personnel) shall teach this class.   The course includes Keystone navigation skills and Tool Set capabilities, including Report Generation, (Templates, Filters, and Metrics), drilling and data surfing, download to MS Excel, and user request and log-in procedures. Prerequisites include basic WWW and Windows skills. It is preferred that students have SMAG MSD Business expertise.

2.1.7.2 Financial Reports Training
This course is not a current requirement, but is within the scope of this contract. Some documentation has been created for this requirement. If the government decides to conduct this course, the contractor will be provided draft information so the contractor can propose costs.

2.1.7.3 Functional Training
The course was developed and taught under a previous task order. The developed materials will be provided to the contractor as GFE. The contractor shall reproduce the training materials necessary to teach this course.   The contractor shall train the

users. The class shall be approximately 3 days in length. The contractor shall teach up to 20 classes (with 10 – 20 students in each class, depending on the size of the training facility) during each 12-month period.   The course will be developed to HQ and ALC requirements and will focus on the analysis of Business Area Objectives, with movement to standardize analysis.

2.1.7.4 Executive Overview Training
The course was developed and taught under a previous task order. The developed materials will be provided to the contractor as GFE.   The contractor shall reproduce the training materials necessary to teach this course.   The contractor shall train the users. The class shall be approximately two hours in length. The contractor shall teach up to 10 classes (with 3-10 students in each class, depending on the size of the training facility) during each 12-month period.   The course will include a Keystone functional overview.

2.1.7.5 Individualized Training
The contractor shall provide on-site individualized training and assistance for Keystone applications that may be unique to users. This assistance may include visits to the ALCs, telephone contact with individual users, or custom report or data set creation. This assistance will be in response to requests for clarification for Keystone functionality, business rules, reports, filters, and templates, or Help Desk cases that are not deficiency related, but rather representative of a lack of understanding of Keystone data and functionality. The contractor shall provide this service either as a result of a request for assistance from users, or as required by the Points of Contact. Any on-site training performed shall not exceed one two-day visit to each Air Logistics Center (OO-ALC, OC-ALC, WR-ALC) and HQ AFMC during each 12-month period.

2.2 Deliverables.

All deliverables must meet professional standards and meet the requirements set forth in the Data Item Descriptions and Contract Data Requirements List. The contractor will be responsible for delivering all end items specified. For all document updates, the contractor shall provide the change pages along with a cover sheet identifying which pages have been changed, added, or deleted. The contractor shall communicate in writing all variances to this schedule to MSG/SLA, who will determine if the variances are approved or rejected. For each document delivered, a copy of the transmittal letter is to be furnished concurrently to the MSG/PKA representative.

2.2.1 Reports.
In addition to the reports listed below, additional reports may be requested as deemed necessary. See Appendix A – CDRL Deliverables

2.2.2 Criteria for Acceptance.

Documents are evaluated based on the accuracy of their data. See CDRLs for information on format requirements.

2.2.3 Schedule.
Specific delivery schedule is listed in the CDRLs.

2.2.4 Delivery Instructions.
See the CDRLS for delivery requirements.

2.3 Expertise.
The contractor is responsible for providing personnel with expertise in the following areas:

2.3.1 ADP Skills.
Personnel assigned to this task must possess skills to support the software and hardware specified in the Appendix C to this SOW.

2.3.2 Functional Skills.
Knowledge of/experience in the supply and inventory management philosophies, tools and techniques, Air Force Materiel Command logistics and financial policy and procedures, and Air Force Working Capital Fund policies and procedures used throughout the Air Force is required. A broad understanding of DoD financial management and accounting procedures and practices is also necessary, along with familiarity with financial, supply and inventory management data systems/interfaces. Knowledge of/experience in the supply and inventory management philosophies, tools and techniques used throughout DoD and other services is beneficial. Familiarity with DoD accounting data systems is also beneficial. A demonstrated working knowledge of the majority of the following systems is required, and a demonstrated working knowledge of all of these systems is preferred by the Government. The systems are listed in order of importance, with the first six having equal importance:

a. Financial Inventory Accounting and Billing System (FIABS)
b. Standard Materiel Accounting System (SMAS)
c. Departmental On-line Accounting and Reporting System (DOLARS)
d. Defense Business Management System (DBMS)
e. Master Item Identification Control System (D043)
f. Central Procurement Accounting System (CPAS)
g. Item Manager Wholesale Requisition Process (D035A)
h. Recoverable Assembly Management Process (D035C)
i. Central Secondary Item Stratification (D200N)
j. Automated Budget Analysis/Centralized User System (ABACUS)
k. Secondary Item Requirements System (D200A).

2.3.3   Hardware/Languages.
The contractor shall have experience in the hardware/software indicated in the Appendix C to this SOW, and shall have experience in the use of a four-tier architecture that consists of the following four components: Oracle database server, DSS Application Server, DSS Web server, and a client.

2.3.4   Key Personnel.
The contractor must identify and provide resumes of their intended key personnel in the technical proposal.   NOTE: Key Personnel may be removed in accordance with the Key Personnel clause identified in the contract. The Government requires specialized experience for this project as described below.

The following are the minimum personnel who shall be designated as "key":

Program Manager
Lead Technical Person
Lead Functional Person
Technical Writer
Trainer

2.3.4.1 Personnel Skills

2.3.4.1.1 Program Manager.
The Program Manager shall have demonstrated the ability to understand system requirements generation and analysis; and shall have experience in estimation and control of software cost and schedule. The Program Manager shall demonstrate an advanced understanding of Air Force Materiel Command logistics and financial policies and procedures.. The Program Manager shall have demonstrated a capability to manage multi-task contracts of similar scope and complexity.

2.3.4.1.2 Lead Technical Person.
The Lead Technical Person shall have expertise in the following software: Keystone DSS: Oracle RDBMS V8, Informatica's PowerMart V4, and Microstrategy's DSS Agent/Web V5. Further, the contractor must be highly experienced in DSS applications and their architecture. The Lead Technical Person shall have a minimum journeyman-level experience in:

- MS Window NT Server applications
- HP Unix
- Netscape

Experience is required in the following areas:

- MicroStrategy
- Informatica PowerMart
- ORACLE
- ORACLE database administration

2.3.4.1.3 Lead Functional Person.
The Lead Functional Person shall have a minimum of three years' experience with the Air Force Materiel Command logistics and financial policy and procedures.

2.3.4.1.4 Technical Writer.
This position requires a minimum of three years experience, of which at least one year must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents. Demonstrated ability to work independently or under only general direction.

2.3.4.1.5 Trainer.
This position requires a minimum of four years experience, of which at least two years must be specialized. Specialized experience includes: experience in developing and providing technical and end-user training on computer hardware and application software. General experience includes information systems development, training, or related fields. Demonstrated ability to communicate orally and in writing.

2.4 Materials.
Materials are to be procured by the contractor when essential to the task performance, specifically approved by the Contracting Officer and COR, and shall not exceed the ceiling price identified in the modification. All materials purchased by the contractor for the use or ownership of the Federal Government, becomes the property of the Federal Government. The purchase or movement of materials shall be documented by the contractor in the A002 Presentation Materials for the In-Process Review. A complete list of all materials in the possession of the contractor shall be listed in the final In-Process Review A002 deliverable.

3.0 GOVERNMENT AND CONTRACTOR RESOURCES

3.1 General.
The contractor must specifically identify in the contract, the type, amount, and time frames for any required government resources, excluding those listed below.

3.1.1   Facilities, Supplies and Services.
The contractor shall provide office space, office supplies, computer equipment and time, telephone, and reproduction facilities for the contractor's employees used on this contract.

3.1.1.1 DoD, DISA, Air Force Facilities and Personnel.

- Access to all facilities as required to perform the tasks of this contract
- Access to Air Force personnel as required to perform the tasks of this contract

3.1.2 H303 System.

3.1.2.1 Production Environment.
Access to the Keystone H303 production environment is authorized for the period of performance of this contract. Access shall be coordinated through the Program Manager/COR based upon the contractor's system maintenance, operations, and migration schedules. Refer to the Appendix C configuration of components.

3.1.2.2 Test Environment.
Access to the Keystone H303 test environment is authorized for the period of performance of this contract. Access shall be coordinated through Program Manager/COR based upon the contractor's system functional release schedule. Refer to the Appendix C for configuration of components.

3.1.2.3 Development Environment.
The development environment is the responsibility of the contractor.

3.1.2.4 Defense Enterprise Computing Center - Attachment Dayton (DECC-D) Provided Service.
Reference Appendix D "Technical Support Services provided by Defense Enterprise Computing Center - Detachment Dayton (DECC-D)".

3.1.3 Maintenance and Technical Support Agreements.

3.1.3.1 COTS Software Maintenance Agreements.
Maintenance Agreements for any software not managed by DECC-D are the responsibility of the contractor. If the contractor requires a software maintenance agreement, the period of performance shall be for the duration of this contract. The contractor shall list the agreement in Appendix C.

3.1.3.2 Hardware Maintenance Agreements.
Maintenance Agreements for any hardware not managed by DECC-D are the responsibility of the contractor. If the contractor requires a hardware maintenance agreement, the period of performance shall be for the duration of this contract. The contractor shall list the agreement in Appendix C.

3.1.3.3 Technical Support Agreements.
Technical Support Agreements for development hardware and software are the responsibility of the contractor. If the contractor requires a Technical Support agreement, the period of performance shall be for the duration of this contract. The contractor shall list the agreement in Appendix C.

3.1.3.4 Oracle Technical Support.
Oracle technical support is provided by AFMC/SC's Oracle Enterprise License. In addition to the above, MSG/SID has Oracle technical support personnel on site to support H303 requirements.

3.1.4   Information.
For the purposes of this Statement of Work, GFE is defined as any equipment, hardware, software, or document provided for the contractor's use by the government.

3.1.5   Contractor Responsibility.

The contractor shall provide the hardware and software at their site for Keystone development and for monitoring the Keystone production system.   The hardware and software used for the Keystone test and production regions is Government Furnished Equipment (GFE). It is located at the Defense Enterprise Computing Center – Detachment Dayton (DECC-D) and is managed by DISA. The contractor shall provide classroom facilities for the training identified in this   Statement of Work.   A minimum of ten personal computers is required in the classroom for student use. The requirement is a personal computer or workstation meeting the following minimum requirements:

1) Pentium processor

2) 266 MHz

3) 70 MB hard drive memory

4) 64 MB RAM

5) The Keystone site is best viewed using either Microsoft Internet Explorer (IE) 4.01 (SP1) or IE 5.0. If viewed with other browsers or IE versions the pages may not appear or function as intended.

Some browser Configuration changes need to be made to be able to connect to Keystone. They include:

1) Trusted Sites settings

2) ActiveX Settings:

Keystone DSS uses ActiveX controls to display graphs and grids in the Web browser. The Web browser must be set to allow signed ActiveX scripts to execute.

3) JAVA VM Settings:

The Keystone DSS requires that the Just-In-Time compiler of Internet Explorer be disabled due to problems with JavaScript/jscript translations. Performance is improved by enabling the Java console and troubleshooting is improved by enabling Java logging.

4) Advanced security settings

5) Browser Cache settings

This browser must be configured so that the Keystone DSS server cache is read upon each visit. In order to accomplish this, the client must be set to check for newer versions of a page upon each visit to the page.

The attached list of GFE (see C) is the list of test and production hardware and software as of contract award. The contractor shall track changes to the GFE hardware and software and list all hardware and software they are using for development. Modifications to the list shall be delivered by the contractor in Appendix C.   The contractor shall inform the government during the monthly IPR of any recently purchased hardware or software.

3.1.6   Initial familiarization/orientation.
MSG/SLA will provide initial familiarization/orientation.

3.1.7   Federal and Industry Standards.
The contractor shall follow all applicable MSG, AFMC, Air Force, and DoD software development standards and Federal Information Processing Standards, including the Institute of Electrical and Electronic Engineers (IEEE) Standards, during performance of this contract.

3.1.8   Review and Sign Before Submission.
All draft and final documents shall be reviewed and signed by (1) a technical editor and (2) a senior project official. Such signatures shall certify that the document is complete concise, and accurate, and that it has been thoroughly reviewed by the contractor management in accordance with the contractor-proposed Software Quality Assurance Plan for compliance with this contract.

3.1.9   Acquisition of Tools.
At the direction of the Contracting Officer, the contractor shall acquire the tools required to perform the tasks in this SOW (computer-aided software, engineering tools, models, database management system, personal computers, workstations, etc.). If the contractor acquires tools for the project, the contractor shall provide the government with an inventory of the tools when purchased. The list (Appendix C) shall be updated and included in the Presentation Materials whenever additional tools or software are purchased. The contractor shall provide all tools to the Government (if purchased with Government funds) upon completion of the contract. All licenses (if purchased by

Government funds) shall be turned over to the Government during the performance of this contract.

3.1.9.1 Software Licenses.
All original shrink wrapped software licenses, acquired by the contractor and charged to the government in support of this contract, shall be provided to the Contracting Officer upon receipt so the Government can determine if the license can be transferred to the Government. It is the responsibility of the contractor to ensure software acquired at government expense in support of this contract can be transferred to the Government at the conclusion of the contract.

4.0 ADMINISTRATIVE CONSIDERATIONS

4.1 Points of Contact.

4.1.1   Program Manager/COR
Name: Robert Gregory
Organization: MSG/SLA
Address: 4170 Hebble Creek Rd.
                         Area A, Bldg. 280, Door 13
                         Wright-Patterson AFB, OH 45433-5653
Phone Number: DSN 986-0557 Commercial (937) 656-0557
Fax Number: DSN 787-1200 Commercial (937) 257-1200
Internet Address: Robert.Gregory@wpafb.af.mil

4.1.2   Contracts Manager/Alternate COR
Name: David Wright
Organization: MSG/SLA
Address: 4170 Hebble Creek Rd.
                         Area A, Bldg. 280, Door 13
                         Wright-Patterson AFB, OH 45433-5653
Phone Number: DSN 986-0542 Commercial (937) 656-0542
Fax Number: DSN 787-1200 Commercial (937) 257-1200
Internet Address: Dave.Wright@wpafb.af.mil

4.1.3   Contracting Officer:
Name: Patricia S. Miller
Organization: MSG/PKA
Address: 4375 Chidlaw Road, Room C022
                         Wright-Patterson AFB, OH 45433-5006
Phone Number: DSN 787-3363 (937) 257-3363

4.1.4   Buyer:

Name:	Timothy Hannah
Organization:	MSG/PKA
Address:	4375 Chidlaw Road, Room C022
	Wright-Patterson AFB, OH 45433-5006
Phone Number:	DSN 787-5989 (937) 257-3439

4.1.5 Client's Security Officer.

Name:	Hoy Wong
Organization:	MSG/SLA
Address:	4170 Hebble Creek Rd.
	Area A, Bldg. 280, Door 13
	Wright-Patterson AFB, OH 45433-5653
Phone Number:	DSN 986-0542 Commercial (937) 656-0578
Fax Number:	DSN 787-1200 Commercial (937) 257-1200

4.2 Associate Contractor Agreement.

The contractor performing this contract (to be identified as the Keystone contractor) shall communicate with other government contractors for MSG/SLA. The Keystone contractor shall share technical and functional information on Keystone with other government contractors identified by the Program Manager/COR. Any proprietary data provided to other government contractors by the Keystone contractor will be used only for the contracted MSG/SLA support effort and cannot be divulged for other purposes.

4.3 Contractor Communication.

The contractor has permission to discuss this contract and the Keystone DSS with the following personnel: the MSG/PKA Contracting Officer for this contract, the Keystone Program Manager/COR, MSG/SLA Division Chief, the Keystone Functional OPR, the MSG/SLA Configuration Management personnel, employees at the Virtual Information Center (VIC), and the MSG/SLA Contracts Manager and Alternate COR.   The contractor shall request permission from the Program Manager/COR in writing and must receive written approval (e-mail is allowable) before requesting information, or discussing the Keystone DSS or activities in this contract with any other government organizations or contractors. The only exception to this requirement is when responding to Defense Enterprise Computing Center – Detachment Dayton (DECC-D) for emergency or after-hour calls.

4.4 Place of Performance.

Work is to be performed at the following on-site location(s): Work (including classroom training) is to be accomplished primarily at the contractor's site within 25 miles of Wright-Patterson Air Force Base, Ohio. Some data transformation, maintenance, and software testing may be performed at the WPAFB government facility at DECC-D.

4.5 Hours of Work.

Although much of the work performed on this task can be accomplished during normal business hours, the data load requirement and the Help Desk requirement may require work outside of normal business hours.

4.6 Duration of Task.

4.6.1   Period of Performance.
The basic period of performance for this contract is contract award through 30 October 2002. There will be three 12-month options.

4.7 Travel.
Actual expenses must be pre-approved by the client. The contractor shall be reimbursed for actual travel and per diem costs as limited by the Joint Travel Regulations. For all travel that the contractor is requesting reimbursement for, the contractor shall deliver with the appropriate invoice: copies of receipts for all airfare, rental cars, parking, hotel accommodations, business-related phone calls, taxi fares, and gasoline. Travel is anticipated to the following sites:

Destination	Number of Trips per year	Trip length	Number of Travelers
OO-ALC	15	3 days	1
WR-ALC	15	3 days	1
OC-ALC	15	3 days	1

The contractor shall obtain approval from the Program Manager/COR for all travel prior to commencement of travel and will be reimbursed to the extent allowable pursuant to applicable regulations (the Joint Travel Regulations in the case of travel). ("Travel" does not include local travel.) The contractor shall also obtain approval from the Program Manager/COR prior to purchasing Other Direct Cost (ODC) items.

4.8 Privacy and Security.

4.8.1   National Agency Check (NAC).
DoD military, civilian, consultants, and contractor personnel using unclassified automated information systems, including e-mail, must have, at a minimum, a completed favorable National Agency Check (NAC)/Entrance National Agency Check in accordance with DoD 5200.2-R Personnel Security Program, January 1987. The contractor shall complete the application and apply for a NAC, for any employee not currently having a NAC, upon receipt of a contract where the employee will have access to automated information systems. The contractor shall not be granted access to any government computer systems or networks until the NAC has been granted.

4.8.2   Clearances.
Unclassified contractor personnel shall also be required to submit a Request for User ID when access to a Government computer is required, to include the submission of proof, to

the MSG, that a favorable National Agency Check has been completed as outlined in the DoD 5200.2-R regulation. The contractor shall wear and display identification badges at all times when on government property.   The contractor shall not involve any foreign national (resident aliens exempt) in work performed under this SOW.

4.8.3   Privacy Act.
Work on this project requires that personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

5.0 SPECIAL INSTRUCTIONS

5.1 General.
All documents and deliverables described in this SOW along with amendments or modifications shall be submitted in a professional manner and on the prime contractor's letterhead.

5.2 Staffing.
Resumes of personnel must be provided to the Program Manager prior to assignment of the individual(s). The resumes shall indicate which expertise requirement(s) of paragraph 2.3 are being met by the individual(s).   NOTE: Key Personnel may be removed in accordance with the Key Personnel clause identified in the contract.

5.3 Other Reporting Requirements.
In addition to the weekly Status Reports required in paragraph 5.4 the contractor shall provide the following:

– The contractor shall bring problems or potential problems affecting performance to the attention of the COR as soon as possible. Verbal reports will be followed up with written reports when directed by the COR.

– The contractor shall provide in writing to the Contracting Officer the results of all meetings with the client that affect and/or change conditions, or result in additional agreements or requirements.

– Additional written reports may be required and negotiated.

5.4 Delivery Instructions.
All deliverables shall be delivered to the address listed on the CDRL no later than the date specified in the CDRL. Deliverables are to be transmitted with a cover letter, on the prime contractor's letterhead, describing the contents. Concurrently, a copy of the cover letter is to be furnished to the Contracting Officer. As a courtesy to the contractor, our Data Management personnel will sign contractor's cover letters, which document that the

contractor has made a delivery. For the contractor's benefit, MSG/SLA will have someone available from 8:00 a.m. until 4:00 p.m. Monday through Friday (excluding government holidays) to sign letters of receipt for the contractor. If the contractor delivers documents to Bldg. 280 after 4:00 p.m. there may or may not be anyone available to sign a receipt of delivery. MSG/SLA personnel will not stay after their regular duty hours for the purpose of accepting delivery. The contractor is welcome to leave the document in the Data Management area as long as the building is open. If the document is in the Data Management office before 8:00 a.m., the Data Management personnel will sign the document as being received by the previous workday. To facilitate the use and search of the deliverables, each document that is provided electronically shall be indexed and segregated to enable the user to quickly access significant sections of each document.

5.5 Inspection and Acceptance.
In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the client's findings within 5 workdays of normally scheduled review.

5.6 Procedures for Payment.
Billing and payment shall be accomplished in accordance with the contract. The contractor shall have the invoice certified by the COR or alternate COR. With the invoice, the contractor shall include receipts for any items that the contractor is expecting reimbursement for. These may include (but are not limited to) copying services, software, hardware or communications purchases, licenses, maintenance, or leasing. The contractor's invoice will be for one month. The contractor may invoice only for the hours, travel, and/or unique services ordered by the government and actually used in direct support of the client representative's project. A copy of the government's document(s) accepting the covered services must accompany invoices submitted for payment.

5.7 Attachments to this Statement of Work

Appendix A – Contract Data Requirements List (CDRLs)
Appendix B – C4RDs (No C4RDs are being added to the contract at this time. New C4RDs will be added to this appendix when funding becomes available.)
Appendix C – H303 System Hardware & Software Configuration
Appendix D – Technical Support Services provided by Defense Enterprise Computing Center - Detachment Dayton (DECC-D)
Appendix E: C4RD Examples
Appendix F: Training Materials
Appendix G IPR Presentation Materials
Appendix H Computer Operation Manual
Appendix I Software Requirements Specification
Appendix J   Data Load Process Instructions
Appendix K   Software User Manual